

Maine Department of Labor
Bureau of Unemployment Compensation

Three Ways to File Your Weekly Benefit Claim – Internet, Telephone, or Mail

Filing by Internet:

How:

- Go to www.file4ui.com
- Choose the option to 'file on-line claims'
- Pick to File Weekly Claim
- Answer all the questions
- Wait for the confirmation message and you're done!

Filing by Telephone:

How:

- Dial **1-800-593-7660**
- Choose option to 'file a weekly claim'
- Enter your PIN (See PIN section below)
- Answer a series of brief questions using your telephone's keypad
- Wait for the confirmation message and you're done!

Important Notes:

- The weekly claims system will ask you to respond to questions by pressing numbers on your phone's keypad. Don't worry if you make a mistake, you will be asked to verify each response before it moves on to the next question so you will have a chance to correct any mistakes you may make.
- To save time and make the process simpler – make sure you have all information needed to file your claim (such as your PIN number or the amount of earnings you had during the week) ready before you call.
- Be sure to answer each question for the actual week (Sunday through Saturday) for which you are filing your claim (the system will ask you to verify the week at the start of the process).
- If you have any difficulty filing your claim by telephone, just call back during normal business hours (8:00 am to 4:45 pm, Monday through Friday), choose option #3 and a claims representative will help you complete your claim.

General Instructions For Filing Either by Internet or Telephone:

What:

- Weekly claims for the claim week just completed and for the prior claim week can be filed by Internet or by telephone. (If you need to file claims for weeks further back, you will first need to talk with a claims representative by calling **1-800-593-7660** between 8:00 am and 4:45 pm, Monday through Friday).

When:

- Starting 12:01 am Sunday after the week ending date of the claim week for which you are filing (the sooner you file after the end of your claim week, the sooner you will receive your benefit check). The system is available 24 hours a day, 7 days a week (except for a brief period each evening when the computer system is being updated).

PIN Numbers:

- Your PIN (Personal Identification Number) is the same as a signature on a claim card. It identifies you as the person filing the claim so that no one else can get access to your unemployment benefits.
- Protect your PIN number from unauthorized use – do not give it to anyone or leave it out where someone else may see it. You will be held responsible for any benefit claims filed using your PIN number.
- If you lose or forget your PIN – or need to change it, call **1-800-593-7660** during normal business hours (8:00 am to 4:45 pm, Monday through Friday) and use the automated "change your PIN" option or speak to a claims representative to help you with the process.

Filing by Mail:

- If you choose this method, a claim card will be mailed to you each week with your benefit check and is only good for the week shown on the card.
- Complete and mail your weekly claim card as soon as you can after the week ending date printed on the card.
- **Important: Call 1-800-593-7660 and speak to a claims representative if you do not receive a new claim card by the Thursday following the week for which you filed a claim.**
- Your claim card must be received at the Claims Center postmarked **no later than 14 days from the week ending date of the claim week** for which you are filing. If it is not received within this period, your benefits may be denied.

IMPORTANT MESSAGE PERTAINING TO ALL WEEKLY CLAIMS FILED

- **Answer all claim questions honestly. Benefits received as a result of false statements or misrepresentations can result in the loss of benefits for up to one year, a fine of up to \$1,000.00 and/or imprisonment of up to 1 year for each offense. An additional penalty of 50% of the benefits falsely obtained will be charged for the first occurrence, 75% for the 2nd occurrence and 100% for the 3rd and any additional occurrences.**
- If you do not file a weekly claim for one or more weeks, you must call **1-800-593-7660** and speak to a claims representative in order to restart your claim.
- Be sure to notify the claims center of any changes in address or telephone number. The post office will **not** forward claim cards, benefit checks or Federal Income Tax Withholding Form 1099G to your new address. Undeliverable mail will be returned to our central office which will cause a delay in the receipt of your benefits or important claim information.
- **Work Search Log:**
 - Each week you are expected to make a reasonable effort to obtain a job. You will receive a work search log for you to keep a record of your work search activities and job contacts.
 - Periodically, we will notify you to send in your logs for review. If you return to work, you must fax or send in your completed Work Search Log(s). New logs will be sent to you every 5 weeks you remain unemployed.
- **Earnings during a claim week (Sunday through Saturday):**
 - If you report earnings for a claim week, you must still submit proof of these earnings before your check can be processed – even if you are filing your weekly claim by telephone.
 - Proof of earnings can be made in several ways – a check stub, a written statement from your employer that includes your **gross** earnings for the week or by completing a “Verifications of Earnings” form (Form Me. B-9.3). You can get a Verifications of Earnings form from our website at www.Maine.gov/labor or from any Department of Labor CareerCenter. Your employer will need to complete the form and then you can mail or fax it to the Claims Center that handles your claim (Fax instructions are on the form itself).
 - **IMPORTANT: Proof of earnings must be provided within 14 days of the date requested or your claim for that week may be denied.**

Information About Your Responsibilities under the Maine Unemployment Insurance Program

- Blue Booklet “What Every Worker Should Know about Unemployment Insurance” – you should have received this when you filed your unemployment claim application – **be sure to read it and keep it for your records** as it explains what you must do in order to receive benefits and answers many questions about the claim process.
- **3:00 pm Thursdays and 6:00 am Sundays on PBS** (Maine’s Public Broadcasting System) – a weekly 30 minute show that explains your responsibilities under the Maine Unemployment Insurance program and provides information about the job search assistance and job training services available to you free-of-charge from any of the Department of Labor’s CareerCenters throughout Maine. (Check your local television listings for the PBS channel number in your area). Videos are also available at all Department of Labor CareerCenters and public libraries throughout Maine. Spanish and French versions of this video are also available at the CareerCenters. To locate the CareerCenter closest to you call 1-888-457-8883.

Unemployment Claim Center Mailing Addresses

P.O. Box 4200
Lewiston, ME 04243-4200

P.O. Box 610
Orono, ME 04473-0610

P.O. Box 1088
Presque Isle, ME 04769-1088